



# iDMB

*A Newsletter for the Employees of the Department of Management and Budget*

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## Real Estate cuts rental rates

When DMB Real Estate Division staff asked landlords to cut rental rates for the state's leased space, staff members weren't sure how property owners would respond.

About 60 percent of the owners were interested in discussing lower rates, allowing the real estate analysts to cut \$10.3 million from budgeted costs for 2003.

"The number of responses we received from the landlords were more than I ever expected," said **Joe Chin**, director of the real estate division. "We

received very few responses who said they couldn't do anything."

The division

planned a three-pronged effort to reduce costs for leased properties. Staff worked with landlords to negotiate voluntary reductions and to reduce custodial services to leased facilities. Landlords received copies of the state janitorial specifications. The level of custodial services is expected to match standards and frequency in state-owned buildings. They also worked with state agencies to determine if locations could be consolidated and leases could be canceled.

The volume of responses resulted in a project that was much larger than Chin anticipated. Real estate analysts contacted interested landlords to negotiate new rates. Because some leases cover multiple years, savings may continue for several years up to the length of the leases.

The savings exceeded the division's \$9.2 million goal for the fiscal year that ended Sept. 30. Chin hopes to capture another \$12.6 million in savings this fiscal year.



The director's office hosted a reception for Real Estate Division staff to recognize their success at cutting \$10.3 million from 2003 lease costs. Pictured are **Roxanne Pittman**, **Julie Hartley**, **Mystina Boulis**, **Mitch Irwin**, **Bernice Sullivan**, **Maureen Bailey**, **Joe Chin**, **Tom Saxton** and **Michael Van Setters**. **Judy Bobo**, **Ashley Jones** and **David Arking** also are members of the division's staff.

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# News from the Offices

## ATM safety tips

Automatic teller machines offer banking convenience 24 hours a day. Using them, however, requires special care. These tips will help you protect yourself when using these machines:



- Choose an ATM in a busy, well-lighted area.
- Be aware of your surroundings. If you observe or sense suspicious persons or circumstances, do not use the ATM at that time.
- Have your ATM card ready and in your hand as you approach the ATM.
- Don't flash your cash.

Take these special precautions when using an ATM at night:

- Park near the ATM in a well-lighted area.
- Take another person with you, if possible.
- Do not use the ATM if lights at the machine are not working.
- Do not use an ATM if overgrown shrubbery or a tree blocks its view. Select another ATM and notify your bank.

## Financial Services earns high marks

Financial Services' customers give the Department of Management and Budget office top marks for the service it provides.

Customers offered feedback through an online customer satisfaction survey conducted in July. The e-mail surveys were sent to 123 individuals, and 41 customers replied for a response rate of 33 percent. Customers ranked their levels of satisfaction in five categories for each of the eight accounting functions the office

provides. Categories included timeliness, accuracy, knowledge, availability and courtesy. Customers also were invited to identify ways service could be improved.

Of the respondents, 95.1 percent said they were satisfied with the overall performance of Financial Services. Within this group, 94.4 percent were satisfied with timeliness of services, 95.8 percent were satisfied with accuracy, 96.5 percent were satisfied with staff knowledge, 95.8 percent were satisfied with staff availability, and 97.2 percent were satisfied with the courtesy extended to them.

Financial Services staff plan to use this information in their ongoing focus on improving customer service.

"Providing timely and professional services that are useful, accurate and communicated clearly is how Financial Services is defining excellence in customer service," said Director **Howard Pizzo**.

The number of satisfactory responses offered in all five categories exceeded goals Financial Services set as a Balanced Scorecard measurement for 2002-2003. The office hoped to achieve a 90 percent satisfaction rate in each area.

"We are pleased with the positive response from our customers and believe we are headed in the right direction, said **Terri Powers**, coordinator of the survey. "Directors and managers are reviewing the responses and looking at ways to use the information to continue to improve processes or services to customers."

The Financial Services Customer Self-Assessment Model Team will review the

“Providing timely and professional services that are useful, accurate and communicated clearly is how Financial Services is defining excellence in customer service”  
- Howard Pizzo



# News from the Offices

## Flu shots to be offered

Lansing-area DMB employees will be able to obtain flu shots at or near their offices.

DMB and Sparrow Occupational Health Services will hold clinics and administer shots for DMB employees and their families Monday, Nov. 24, at the Capitol Complex and Tuesday, Nov. 25, at the Secondary Complex.

On Nov. 24, shots will be available at the Cass Building in the morning and the Mason Building in the afternoon. On Nov. 25, shots will be available at the Vehicle and Travel, General Office and General Services Buildings. Specific times will be set to accommodate employee response in each of these buildings at the Secondary Complex.

Sparrow staff will bill Blue Cross/Blue Shield, PHP and Priority Health. Employees with Blue Care Network (Health Central) coverage must obtain shots at one of the insurer's locations or from approved providers; however,

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## State government employees respond to Harvest Gathering

Employees across state government have done a tremendous job giving to the Michigan Harvest Gathering.

This year marks the 13<sup>th</sup> anniversary of the event; state employee involvement has been at the heart of the program since it was first established. In 2002, state employees contributed 73,771 pounds of food and \$28,483 in cash donations.

Many of you are facing challenging financial times, yet you opened your hearts and your giving spirits prevailed. DMB had eight drop off sites, one at each office building.



DMB employees filled bins to the brim for the Harvest Gathering.

All offices reported harvest bins overflowing with nonperishable food items that will be used by food banks in local communities.

Several DMB offices also participated in activities to boost Harvest Gathering donations. Coordinators across the department helped generate donations by implementing successful events, such as office potlucks and various competitions.

In the Lewis Cass Building, DMB offices were challenged to outperform each other in the food collection. The team from Organizational Services, Tenant and Land Services and the Director's Office collected 305 pounds of nonperishable items, winning the challenge and earning an extra casual day and home-baked cookies from Deputy Director Phyllis Mellon. While they didn't win the prize, the team from Infrastructure Services, Financial Services and Internal Audit had a strong showing in the competition, collecting 196 pounds for the charity event.



Godzilla eyes the replica of the Empire State Building - constructed of canned goods - that was made by staff in the Office of State Employer.

# News from the Offices

## Finance area earns high marks

(Continued from page 2) responses and comments and compare the customer input with the needs it identified in an assessment last year. **Ron Foss**, manager of employment services and leader of the team, said members would compare the information to determine if their assumptions about customer service were correct.

"This feedback will be helpful in carrying out the goals and objectives identified in the Financial Services business plan as well as the overall mission and vision of Financial Services, which is to improve communication with our customers," Foss said.

Financial Services plans to conduct customer surveys on an annual basis.

## Vision sessions offer opportunities

I'm one of the table facilitators for the governor's Vision and Values discussion sessions that you have been asked to attend. In the five sessions I've been at (three regular and two training ones) it's been interesting to observe the people who attend. I've overheard those who are angry or frustrated, or complaining



Baker

about having to take time away from the pile of work on their desk that isn't getting done while they're gone. A few spout off about the cost, or the bad timing, or that they've been through this type of effort before and nothing has come of it. Most are quiet.

In ORS I've seen first hand how our vision, "To provide fast, easy access to complete and accurate information and exceptional service," has given us focus and direction. We've made huge strides in our customer interactions and level of service in the few short years that we've been following this vision. I remember the days when it might take several weeks before a customer would get a response to a letter, and it wasn't all that unusual for retirees to wait three to six months to get their first pension check. Maybe things lately haven't been up to the quality standards that we'd like to see, but we have a standard that we're striving towards! And we've made great progress over the past five years. If we didn't have a clear vision and a set of values in ORS, why would we even care? But clearly we do care - about our work, our customers, our coworkers, every bit of it!

Personally I think these Vision and Values sessions have worth, so I try to approach them with a positive attitude. The governor has asked for our input on the future of our state - how we can work together to make it better. I really like it that she wants to hear our views - even though she knows that we're not very happy about what is happening on the employment front right now.

Some say now is not the right time for these sessions to be held. When would be a good time? The economy is bad everywhere, but it may not seem that terrible until it starts affecting us personally. Governor Granholm didn't cause the economic downturn and Michigan's financial woes, but she's charged with having to deal with our budget deficit. She has to make some tough decisions, and one of them involves looking beyond today and making plans for the future through her vision.

What would you do if your household income dropped substantially, or you had some huge unanticipated expenses - maybe your spouse can't work because of a health problem or your furnace dies? Wouldn't you sit down and try to prioritize what is important and determine what you need to do in order to be where you want to be in the future? Wouldn't you also identify your goals and decide what personal and family values you don't want to sacrifice along the way? Where would you make cuts in your expenses, and what would you be willing to give up?

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# News from the Offices

## Governor to gather budget input

Gov. Jennifer Granholm will participate in a number of public forums to discuss the state's \$900 million budget deficit and gather citizen input on the budget crisis.

"We have inherited a massive problem, and we need every citizen's input to solve it," Granholm said. "Limiting our conversation to a relatively small audience limits the value of what our citizens can bring to this discussion."

Granholm will be gathering input from citizens in a series of forums, many of which will be aired live from television stations across the state. Forums were held earlier this week in Traverse City, Marquette and Flint. The remaining forums include:

**Nov. 10, 12 p.m.** - Statewide call-in show on the Michigan Public Radio Network

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## North Carolina retirement system looks to ORS for advice

The Office of Retirement Services hosted some special visitors from North Carolina earlier this month so they could observe how ORS's new retirement technology might suit their needs. The North Carolina Retirement Systems Division is in the early stages of integrating retirement system data and making systems more accessible to customers, similar to the effort ORS began several years ago. The North Carolina division heard about the business process approach that ORS is using and the new technological changes being implemented that will enable customers to access more personal, individualized information about their retirement accounts

without huge increases in personnel. As ORS representatives demonstrated some of the office's new applications, the five representatives from RSD were able to see how the both employers and staff can benefit from the various tools that are being introduced.

Prior to North Carolina's visit, ORS hosted representatives from Abu Dhabi and from the City of Milwaukee Employees' Retirement System. The new technology and innovative business solutions that ORS is implementing is moving the organization into the forefront of both the public and private retirement industry sectors in terms of service to the customer.



Staff from North Carolina's Retirement Systems Division recently met with Retirement Services staff from DMB to discuss retirement services systems and view Michigan's equipment. Staff members and visitors included (front row) **Jeanette Clark, Michael Williamson, John Donovan, Chris DeRose**, (back row) **Anthony Estell, Bob Sickler, Marshall Barnes, Bill Golden, Leon Wechsler and Ray McIntosh**. Clark, Donovan, DeRose, Estell and McIntosh are DMB Retirement Services employees. All others are members of the North Carolina staff.



# News from the Offices

## Governor to hold forums

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**Nov. 10, TBA** - Call-in show on Michigan Government Television, MGTV

**Nov. 11, 8 p.m.** - Southeast Michigan, WDIV-TV 4

**Nov. 12, 7 p.m.** - Grand Rapids/Battle Creek, WOOD-TV 8

**Nov. 13, 7 p.m.** - Lansing, WILX-TV 10

Two forums, which will not be televised, will be scheduled in the Alpena and Macomb county areas.

The governor's office and the participating television stations are inviting audience members for the televised forums. Stations are being encouraged to offer viewers an opportunity to submit questions via the Internet in advance of the telecasts.

## DMB driver covers miles with meals

**Rick Miles** is on the road all day. Four times each day, the Logistics driver picks up and delivers mail on a route that takes him from the Secondary Complex to downtown office buildings and to the south side of Lansing.

He said he enjoys his work and the people he meets along the way.

After spending his workweek behind the wheel, you'd think he would spend all his free time off the road.

You'd be wrong.

At least one Saturday a month, Miles climbs into his vehicle and returns to a delivery route - this time taking food and friendship to senior citizens in need of both. Miles is a volunteer with Ingham County Meals on Wheels, bringing hot food to the homebound.

Miles began his volunteer service more than four years ago. He heard about the need for drivers while working his weekday job for DMB. He said the volunteer delivery job seemed like good fit for him.

Miles picks up insulated containers of food and takes the meals to homebound seniors. The number of calls varies by week, he said. Sometimes he delivers to as few as four people. On some Saturdays, he visits as many as nine homes or apartments.

Pauline Hanna, the volunteer coordinator for the meals program in Ingham County, said volunteers are hard to find - especially for the weekend routes.

"Rick is one of the people who always shows up," she said. "If he didn't, these people probably wouldn't eat."

During the week, the Ingham program serves about 400 people on 54 routes. On the weekend, however, only four routes operate. Weekend stops are especially important, she explained, because the drivers take hot meals to seniors who may not be able to work ovens or microwaves. This group, she explained, needs more attention and TLC. It's the kind of TLC Miles delivers with each meal.

Delivery takes about an hour, Hanna said, and the maximum number of stops is 13. The program tries to match drivers with food pickup locations and destinations near their homes. Drivers are eligible for reimbursement of 32 cents per mile traveled. Anyone interested in volunteering may call Hanna at 887-1460 for applications and more information.



Rick Miles at his weekday delivery job

# News from the Offices



## Mac-o'-lantern earns funds

The Big Mac and the Big Dipper brought a big donation for the local United Way. **Steve Doty**, facility supervisor for the Romney Building and the governor's residence, carved this likeness of the Mackinaw Bridge and Big Dipper, which brought \$85 in a jack-o'-lantern auction at a luncheon for the governor's staff and guests. About 10 pumpkins were sold, earning the charity about \$600. Doty's pumpkin included more than 50 miniature lights powered by C batteries. It was judged most creative and drew the auction's second-highest bid. **Patricia Costick**, personal assistant to the governor, submitted the winning bid for Doty's creative effort.

## Prompt reporting speeds process

Responding to injuries quickly and making accommodations when needed are the best ways to help employees return to work following an on-the-job injury. Timely, consistent communication among employee, manager and human resources staff is a key element in making this process successful.

When work-related injuries occur, each party has specific roles and responsibilities:

- **Employee.** A DMB employee who is injured at work should inform the supervisor immediately and complete accident report form DMB 212. A worker who needs medical attention should visit the designated occupational health clinic. If a health care provider recommends work restrictions, the employee should provide the supervisor with documentation of the restrictions immediately after the appointment. If the health care provider directs the employee to remain off the job, he or she should inform the Human Resources Office, 373-1000, within 24 hours. After each medical appointment, the employee should contact the supervisor and the Human Resources Office to update them on condition, treatment and medical status.
- **Manager.** If an employee is injured, managers should encourage him or her to seek medical treatment at Sparrow Health System's Occupational Health Services or another designated health care facility. Within 24 hours of the accident, managers should complete accident report DMB 212 and forward it to the Human Resources Office. Managers should conduct an accident investigation and let the injured employee know they are taking safety precautions to ensure this type of injury does not happen again. Managers should let employees know they will make every effort to accommodate their medical restrictions and will assist with their quick return to work.
- **Human Resources.** **Theresa De Luca**, the disability and leave administrator, works with employees and managers. She reports the workers' compensation claim to the claims management company, which initiates workers' compensation benefits to the employee. De Luca helps managers with forms for Family Medical Leave, Long-Term Disability or Medical Certification. She encourages managers to accommodate work restrictions, if possible, or attempts to place employees in transitional work assignments until they are physically able to return to their previous position. She provides continuous assistance and administers workers' compensation claims until employees return to work and no longer need benefits.



For more information on workplace injuries and workers' compensation benefits, contact De Luca at [DeLucaT@michigan.gov](mailto:DeLucaT@michigan.gov) or 241-4843.

# News from the Offices

## Flu shots offered

(Continued from page 3) employees may obtain a flu shot at one of the clinics for \$15. Payments may be made in cash or with checks made payable to Sparrow Occupational Health.

Family members, including children ages 9 and older, may receive shots at a DMB location.

Participants are asked to wear a loose-fitting or short-sleeved shirt or blouse and bring a photocopy of their healthcare insurance card for Sparrow personnel. Nurses suggest that anyone who is ill or feels he or she is becoming ill should not receive a shot.

For appointments, contact Jennyl Simon at 373-1000 or [SimonJ5@michigan.gov](mailto:SimonJ5@michigan.gov) by Nov. 14. Provide your name and phone number, the names of individuals you wish to schedule for shots, location and time preference. Every effort will be made to accommodate scheduling requests. You will receive your appointment time in a follow-up e-mail note or telephone call.

DMB Director **Mitch Irwin** gathered with members of the grounds crew to recognize their good work at beautifying the Capital Complex. Pictured with Irwin are **Sue Leonard, Gale Witte, Cindy Phelps, Jane Slocum** and **Chris Rankin**.



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## Real Estate Division cuts lease costs

(Continued from page 1)

Exceeding the goal was an office-wide effort, Chin said. **Bernice Sullivan and Julie Hartley** served as the co-project leaders. Analysts **Maureen Bailey, Judy Bobo, Ashley Jones, Roxanne Pittman** and **Mike Van Setters** worked with landlords to renegotiate lease terms. **Mistyna Boulis** provided administrative support in the effort.

"The next round will be challenging," Chin said. "We really are going to press hard to get concessions where we didn't get them in the first round."

The division manages approximately 662 leases for properties used by offices in Lansing, throughout Michigan, and in a few out-of-state areas. State offices are located in all of Michigan's 89 counties. The governor maintains an office in Washington, D.C., and the treasury department has revenue-collection offices in six major business hubs. In all, the portfolio of lease costs involves approximately \$134 million.

Chin said the division also has been working with state agencies to cut lease costs. He found agencies very cooperative in finding ways to eliminate leases or reduce space.

"That's important," Chin said. "We're working to develop good working relationships with our customers. Everyone is focused on trying to work together."



# News from the Offices

## Correspondents:

### Acquisition Services

Marilyn Becker

Penny Saites

### Agency Services

Geneva Hawthorne

### Director's Office

Jeanette Doll

### Financial Services

Terri Powers

### Infrastructure Services

Diane Perrelli

### Organizational Services

Jeannette Bekke

### Retirement Services

Rosemary Baker

### Tenant and Land Services

Steve Davis

## Columnist:

Judy Ferrigan

Safety and Health

## Editors:

Linda Norlock

Jennifer Rehmann

## Director of Organizational Development:

Tim McCormick

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## Fair focuses on wellness



Staff at the Office of Retirement Services learned about healthy lifestyles during a mini-wellness fair Oct. 16. Department of Education dietician **Nick Drzal** and Employee Service Program representative **Ethel White** fielded questions about nutrition and mental health issues.

The Health Screening Unit offered blood pressure and weight checks as well as body fat analyses, and Great Harvest Bread Co. provided fresh bread for snacking. Customer information center staff member **Erik Ferden** from ORS's information center was one employee who took

advantage of a chair massage by a Creative Wellness therapist.

## Governor offers chance to share the vision

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I see Governor Granholm doing some of these same things, but on a bigger scale. She has a vision to make this state a great place to do great work. Isn't there value in this vision? Wouldn't we as Michigan citizens reap benefits if we could achieve this vision?

I've only been a state employee for about 7½ years. Before then I worked for a number of different companies - some with visions or strategic plans, and some without. Those who had no idea of where they were headed or what they wanted to be (no vision) spent years spinning their wheels going nowhere. They had no direction or purpose. But those companies who had visions created plans to help them achieve their objectives - they knew where they wanted to go, and everyone's efforts were focused on getting there.

Through these Vision and Values sessions, each of us has the opportunity to indicate what we feel is important to our state's future, and help shape the values that we believe are desirable. You have a chance to make your voice heard - but it's kind of hard to help plan the future when today is all you see. So, if you haven't attended a session yet, try to approach yours with an open mind and see where it takes you.

—By Rosemary Baker  
Reprinted from the ORS OutLook